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MICHAEL D. EDMONSON, COLONEL  
DEPUTY SECRETARY

State of Louisiana  
Department of Public Safety and Corrections  
Public Safety Services

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### Computer Error Causes Release of Vehicle Registration Information

A computer error occurred in a Department of Public Safety (DPS) data server which supports the Office of Motor Vehicles (OMV) causing the inadvertent release of information contained on vehicle registration renewal mail-outs.

Each year, as a courtesy to the public, OMV notifies vehicle owners through the mail that their vehicle registration is soon to expire. The mail-outs provide owners directions on how to renew vehicle registration using the internet, touch-tone telephone or by mail.

OMV officials have learned that an error occurred between the server and the printer which caused the mail-outs to display an address label which differs from the vehicle registration information contained within. Therefore, some vehicle owners received incorrect registration information through the mail. The information contained in the mail-out includes name, address and drivers license number. **No dates of birth or social security information was released.** OMV has received approximately 100 calls from the public notifying them that they were mailed incorrect vehicle registration information. Most of these calls were from the New Orleans metropolitan area for vehicles with an October registration expiration date. The corrupted file was sent to computer engineers for analysis who determined that the cause of the error was a hardware issue in a server.

"As a public safety official, I certainly understand the responsibility to protect the personal information of Louisiana's citizens and the trust which accompanies that responsibility," said Colonel Mike Edmonson, Deputy Secretary-Department of Public Safety. "As such, I have immediately suspended the vehicle registration mail-out program at the Office of Motor Vehicles until we can replace the necessary hardware and install enhanced software as an additional safeguard to prevent such errors in the future."

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OMV Officials are asking the public to verify vehicle registration information with an October expiration date received in the mail. If you receive incorrect vehicle registration information, immediately call 877-DMV-LINE (877-368-5463).